
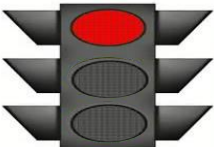


Total Door Count Louisville Free Public Library

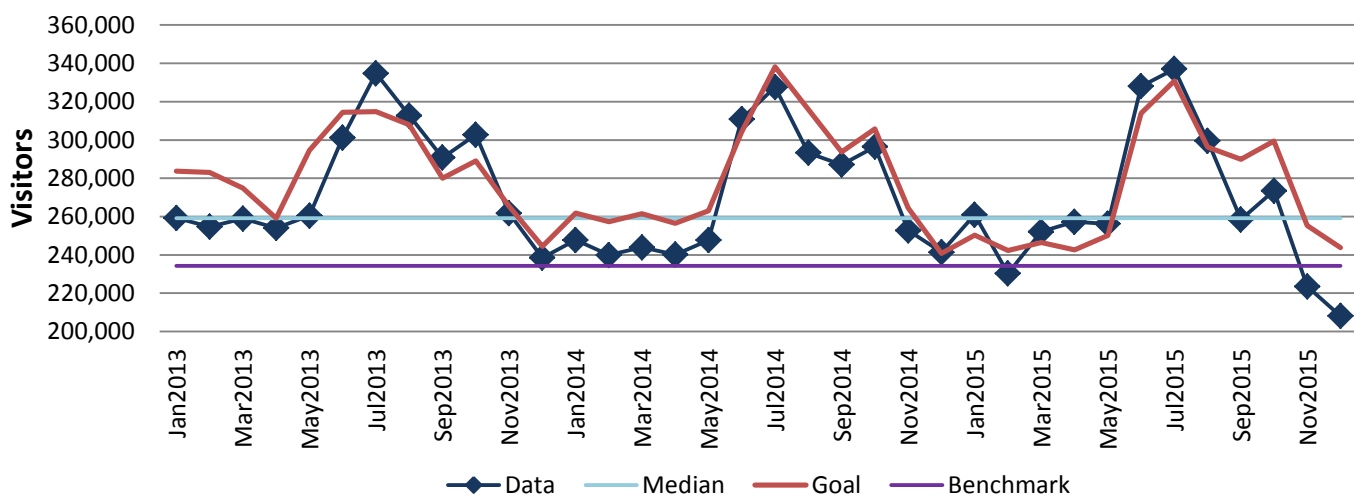


KPI Owner: Jim Blanton

Process: Visitors

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY 2012 monthly avg = 281,126 Goal: By July 31, 2015 increase annual attendance by 1% over last fiscal year to 3,315,988 Benchmark: 234,235/mo = Top 25% of 22 PLDS libs w/ ann. Exp. \$15M-\$19M (LFPL=\$16.9M)		Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: PLAmetrics.org (2013)	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Monthly sum of all visitors to the library Why Measure: To increase transparency and provide data to the public. Next Improvement Step: Continue to monitor.		
How Are We Doing?					
Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
3,261,445	3,185,023		243,861	208,076	
Visitors	Visitors		Visitors	Visitors	

Total Door Count



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.